



Demonstration of hudhousingcounselors.com website

Audio is available only by conference call.

Please call:(800) 260-0702

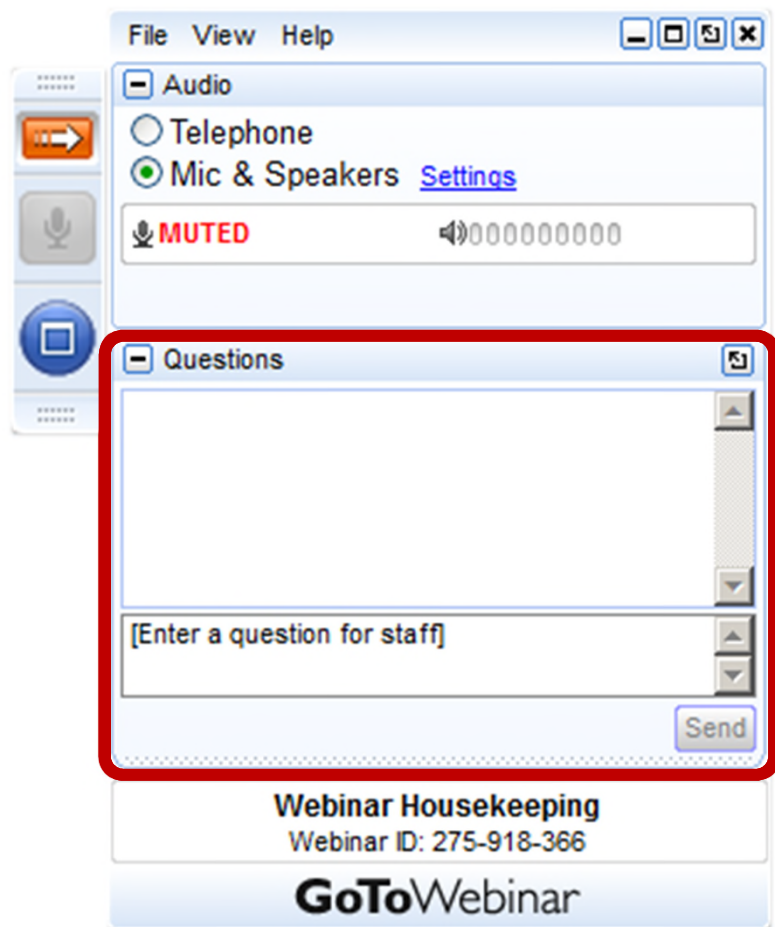
Participant Access Code: 362211

to join the conference call portion of the webinar

Webinar Logistics

- Audio is being recorded. It will be available along with the PowerPoint at:
www.hud.gov/housingcounseling.
- Attendee lines will muted during presentation.
- At the end of the website demonstrations, we will unmute lines for questions and comments.

Other Ways to Ask Questions



Your Participation

Please submit your text questions and comments using the Questions Panel. We will answer some of them during the webinar.

You can also send questions and comments to housing.counseling@hud.gov with **webinar topic is subject line.**

Note: Today's presentation is being recorded and will be provided within 48 hours. The replay information will be sent out via OHC's LISTSERV



WELCOME

Lorraine Griscavage-Frisbee

**Deputy Director, Office of Outreach and Capacity Building,
Office of Housing Counseling**

Agenda

- Introduction of Website – Online-training
- www.hudhousingcounselors.com
demonstration
- Questions and Comments

Implementation

- We cannot discuss any aspects of final rule or certification examination during this webinar
- HUD received numerous comments during the comment period for the proposed rule, which was extended to December 12, 2013
- Since that time, HUD has been in the process of reviewing all comments and is currently working on publishing the final rule

Implementation

- The Housing Counseling Program: New Certification Requirements (FR-5339) Final Rule revised estimated publication date is October 2015
- Announced on the Office of Management and Budget Agency Rule List - Spring 2015
(http://www.reginfo.gov/public/do/eAgendaMain?operation=OPERATION_GET_AGENCY_RULE_LIST¤tPub=true&agencyCode=&showStage=active&agencyCd=2500).

Training

- HUD launched training for housing counselors June 4, 2015
- Free and available to all
- Not mandatory but highly recommended
- Interactive on-line training with six modules covering statute topics and knowledge checks
- Self-study guide also available that includes learning checks

WEBSITE DEMONSTRATION

Website Details

- Website was developed in partnership with Bixal Solutions, Inc.
- At this time no registration required
- Module progress will not be retained since there are no unique users
- Access requirements will change after final rule is published

Website Details

- There is no audio portion
- We cannot collect any personally identifiable information
- ✓ anonymous feedback – please use the Support page on the website
- ✓ do not have telephone messaging option

Customer Support

- Telephone support for technical assistance regarding website use only
- Not for feedback
- Not for HUD Housing Counseling Program technical support such as how to become a HUD approved housing counseling agency – contact housing.counseling@hud.gov for program information

Website Demonstration

www.hudhousingcounselors.com





TRAINING
COURSE



PRACTICE
EXAM



CERTIFICATION
EXAM



ABOUT
PROGRAM

GET STARTED NOW ►

News & Announcements

Training Opportunities for Housing Counselors

JUN. 4, 2015

HUD's Office of Housing Counseling offers various training opportunities and other resources for housing counselors.

Housing Counseling Stakeholder Call on the Housing Counselor Certification Website

JUN. 4, 2015

HUD Office of Housing Counseling Deputy Assistant Secretary Sarah Gerecke announced the

HUD Launches New Website for Housing Counseling Agencies

JUN. 4, 2015

Online training to improve counseling skills and customer service



Browser window showing the HUD Housing Counseling Frequently Asked Questions (FAQs) page. The address bar displays <https://www.hudhousingcounselors.com/faqs-013>.

The page title is "FAQs".

The main content area provides information about the HUD Office of Housing Counseling Frequently Asked Questions on the Housing Counselor Certification Proposed Rule. It states that on September 13, 2013, HUD published proposed revisions to the Housing Counseling Program Code of Federal Regulations, 24CFR214. These proposed changes address amendments to the 2007 regulations as a result of the Dodd-Frank Wall Street Reform and Consumer Protection Act. HUD originally posted FAQs on November 6, 2013, and provided updated responses on May 16, 2014. For assistance with items not addressed in the FAQs listed, visit the Support page. Select a question to view the answer.

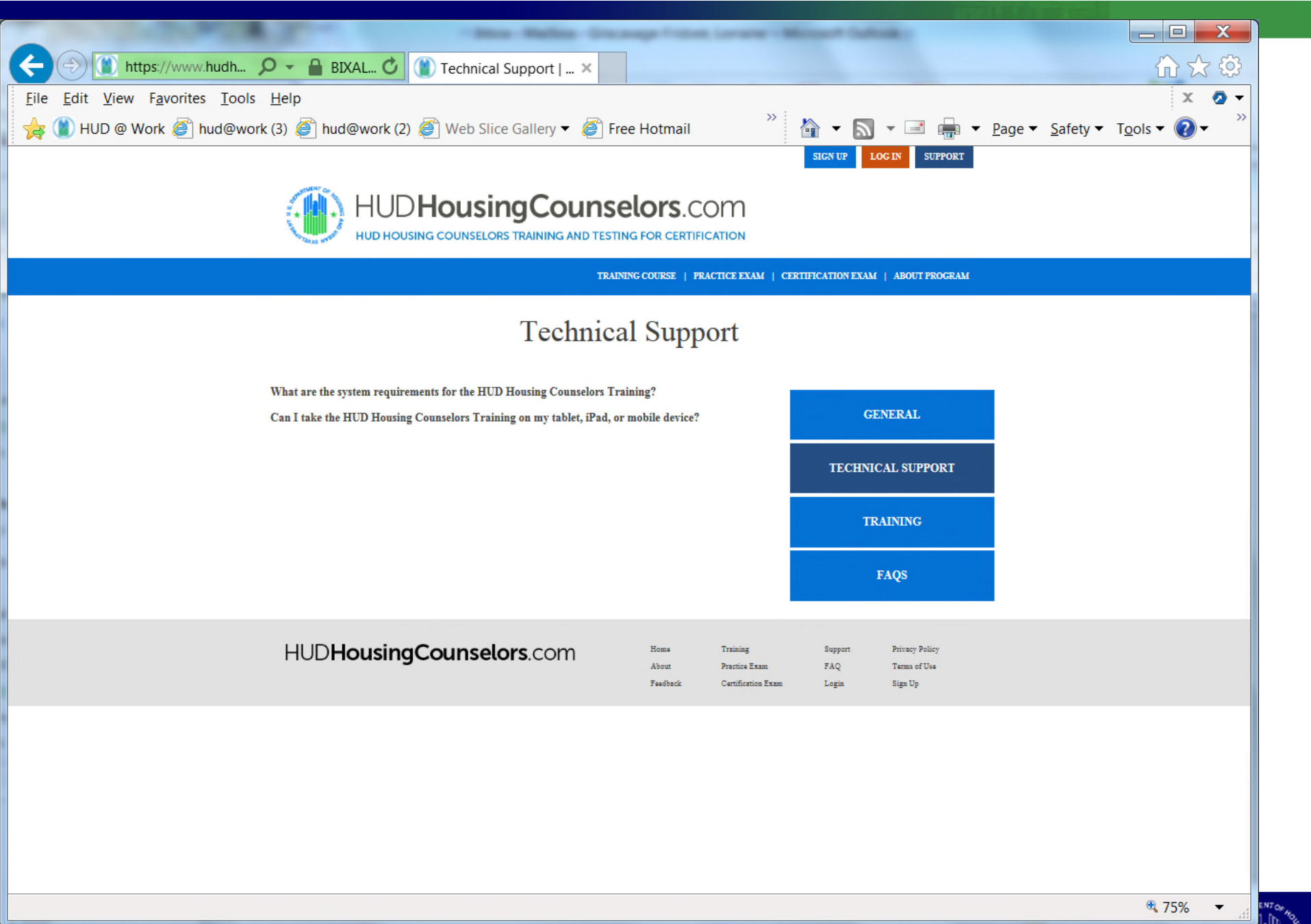
The page lists 17 frequently asked questions:

1. Where can I find the Proposed Rule?
2. How do I submit comments on the Proposed Rule?
3. I've already shared my comments about housing counselor certification during stakeholders meetings and discussions with my HUD Point of Contact. Is this sufficient input?
4. Will counselors be allowed to substitute prior education and/or certification from other organizations instead of passing the certification examination?
5. What will the certification examination cover?
6. Will I have to pass each module on the exam?
7. When will the exam be available?
8. When will I have to take the exam?
9. Will I need to take the exam more than one time?
10. If someone fails, or does not take the exam, can he or she continue to provide counseling services?
11. Can HUD limit the number of times a counselor can take the certification exam?
12. Where will the testing locations be?
13. Can I take the exam on-line?
14. Will training be available?
15. Will training be required?
16. How can I prepare for the examination now?
17. Will I have to recertify similar to HECM roster requirements? Will there be an expiration date

The right sidebar contains four navigation buttons: GENERAL, TECHNICAL SUPPORT, TRAINING, and FAQs (selected).

The bottom status bar shows the URL <https://www.hudhousingcounselors.com/faqs-013> and a zoom level of 75%.





←

→

https://www.hudh...

Identi...

General Support | H...

×

File

Edit

View

Favorites

Tools

Help

★

HUD @ Work

hud@work (3)

hud@work (2)

Web Slice Gallery

Free Hotmail

Home

RSS

Print

Page

Safety


Tools

?

SIGN UP

LOG IN

SUPPORT



HUDHousingCounselors.com

HUD HOUSING COUNSELORS TRAINING AND TESTING FOR CERTIFICATION

TRAINING COURSE

PRACTICE EXAM

CERTIFICATION EXAM

ABOUT PROGRAM

General Support

Where can I find the HUD Housing Counseling Program Handbook?

GENERAL

TECHNICAL SUPPORT

TRAINING

FAQS

HUDHousingCounselors.com

Home

About

Feedback

Training

Practice Exam

Certification Exam

Support

FAQ

Login

Privacy Policy

Terms of Use

Sign Up

75%





Training Center

Interactive Online
Training

Study Guide

FAQs

HUD Housing Counselors Training Center



Open Interactive Online Training

Study for the Certification Exam with the HUD Housing Counselors Interactive Online Training. The training covers all exam topics in fifteen modules.



Download the Study Guide

Read the training materials on your own with the Study Guide in PDF format. The Study Guide includes all material covered in the Interactive Online Training.



Take Practice Exam

Prepare for the Certification Exam with a full-version Practice Exam. Questions in the Practice Exam will not be repeated in the Certification Exam. This is a full-length, 110-question exam.

FAQs



Financial Management

- [Module 1.1](#) 30 minutes
- [Module 1.2](#) 60 minutes
- [Module 1.3](#) 60 minutes
- [Module 1.4](#) 30 minutes



Housing Affordability

- [Module 2.1](#) 45 minutes
- [Module 2.2](#) 45 minutes



Fair Housing

- [Module 3.1](#) 60 minutes
- [Module 3.2](#) 30 minutes



Homeownership

- [Module 4.1](#) 90 minutes
- [Module 4.2](#) 60 minutes



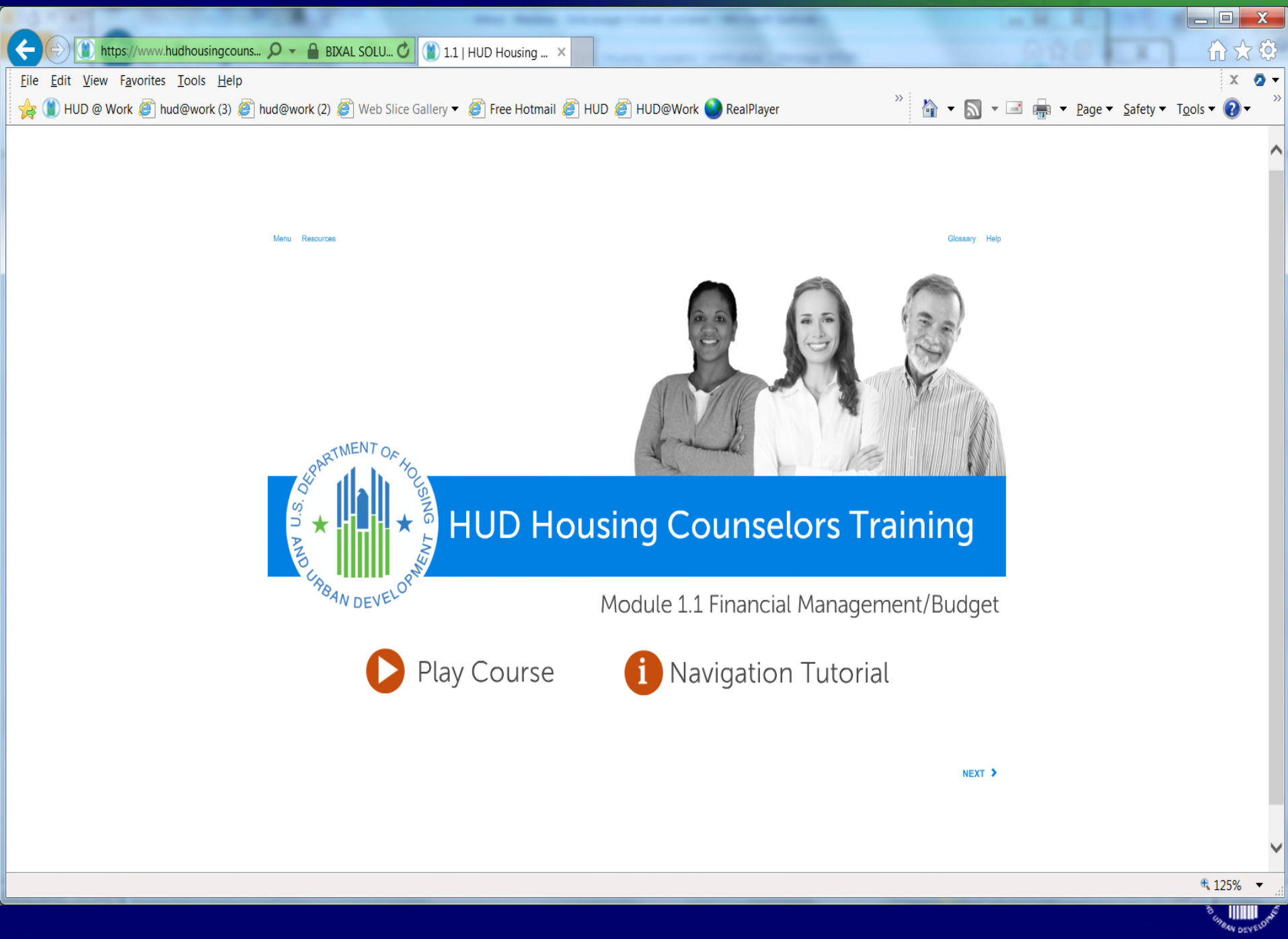
Avoiding Foreclosure

- [Module 5.1](#) 60 minutes
- [Module 5.2](#) 45 minutes
- [Module 5.3](#) 45 minutes



Tenancy

- [Module 6.1](#) 60 minutes
- [Module 6.2](#) 30 minutes



Menu Resources

Home

▼ 1. Module Introduction

Module Introduction

Lesson Objectives

▼ 2. Budget Coaching

Counseling Session

Knowledge Check

Next Steps in Budget Counseling

▼ 3. Strategies to Increase Income and Pay Down Debt

Next Steps in the Counseling Session

Knowledge Check

Adjusting Goals and Budget

▼ 4. Creating an Action Plan

Creating an Action Plan

Knowledge Check

5. Module Summary



D Housing Counselors Training

Module 1.1 Financial Management/Budget

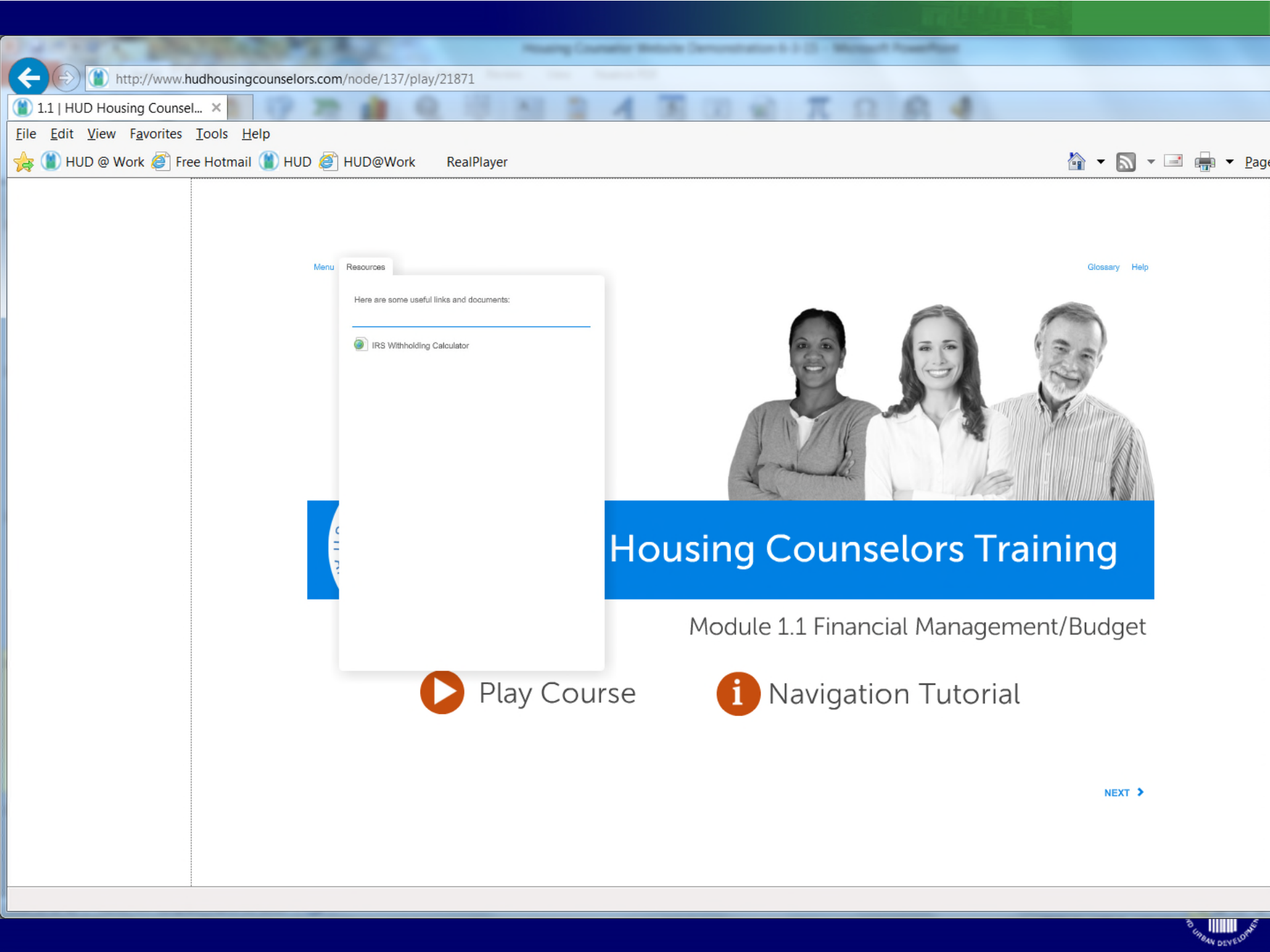


Play Course



Navigation Tutorial

NEXT >



http://www.hudhousingcounselors.com/node/137/play/21871

1.1 | HUD Housing Counsel...

File Edit View Favorites Tools Help

HUD @ Work Free Hotmail HUD HUD@Work RealPlayer

Home RSS Email Print Page

Menu Resources

Glossary Help

Here are some useful links and documents:

IRS Withholding Calculator



Housing Counselors Training

Module 1.1 Financial Management/Budget

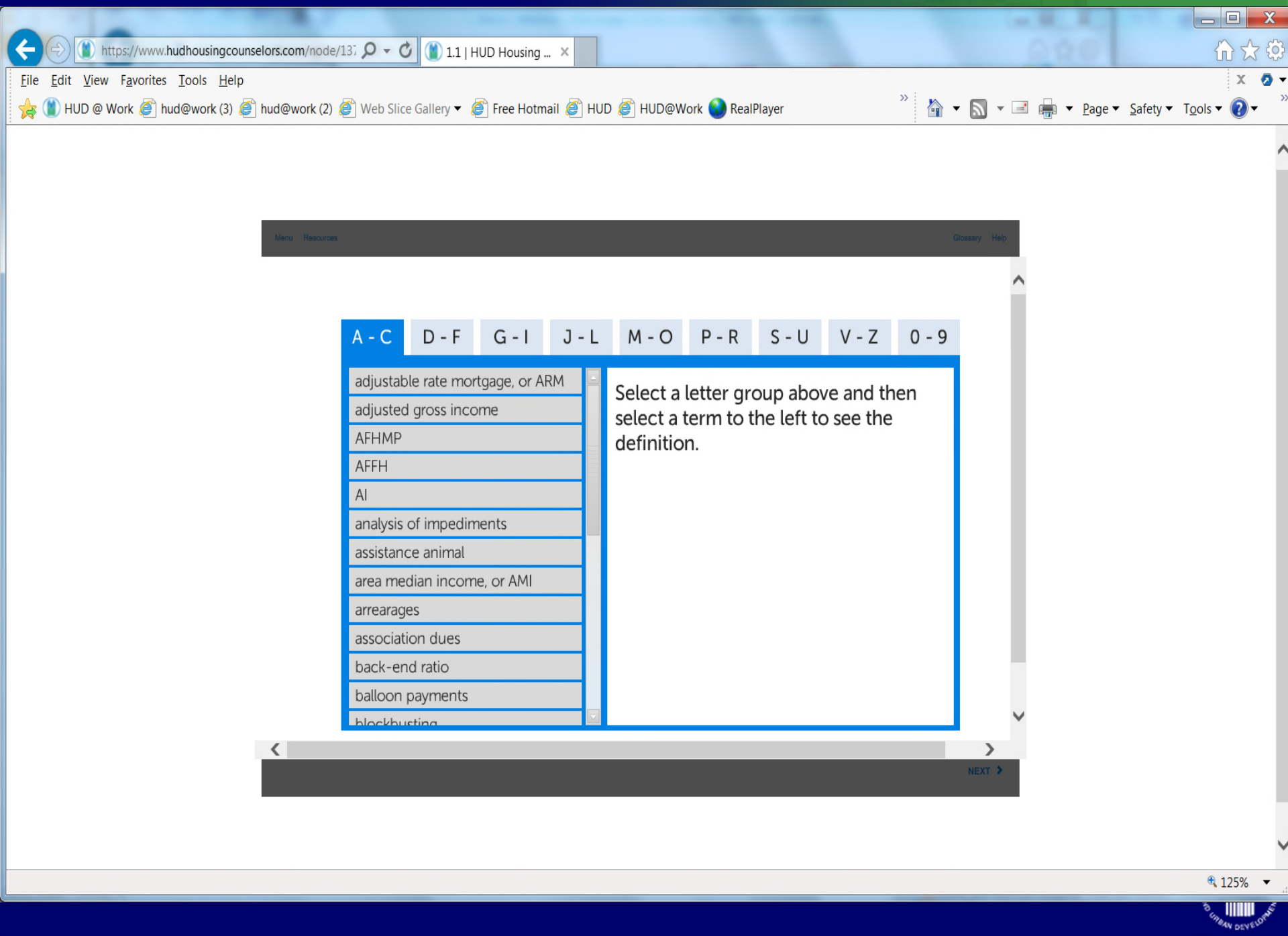


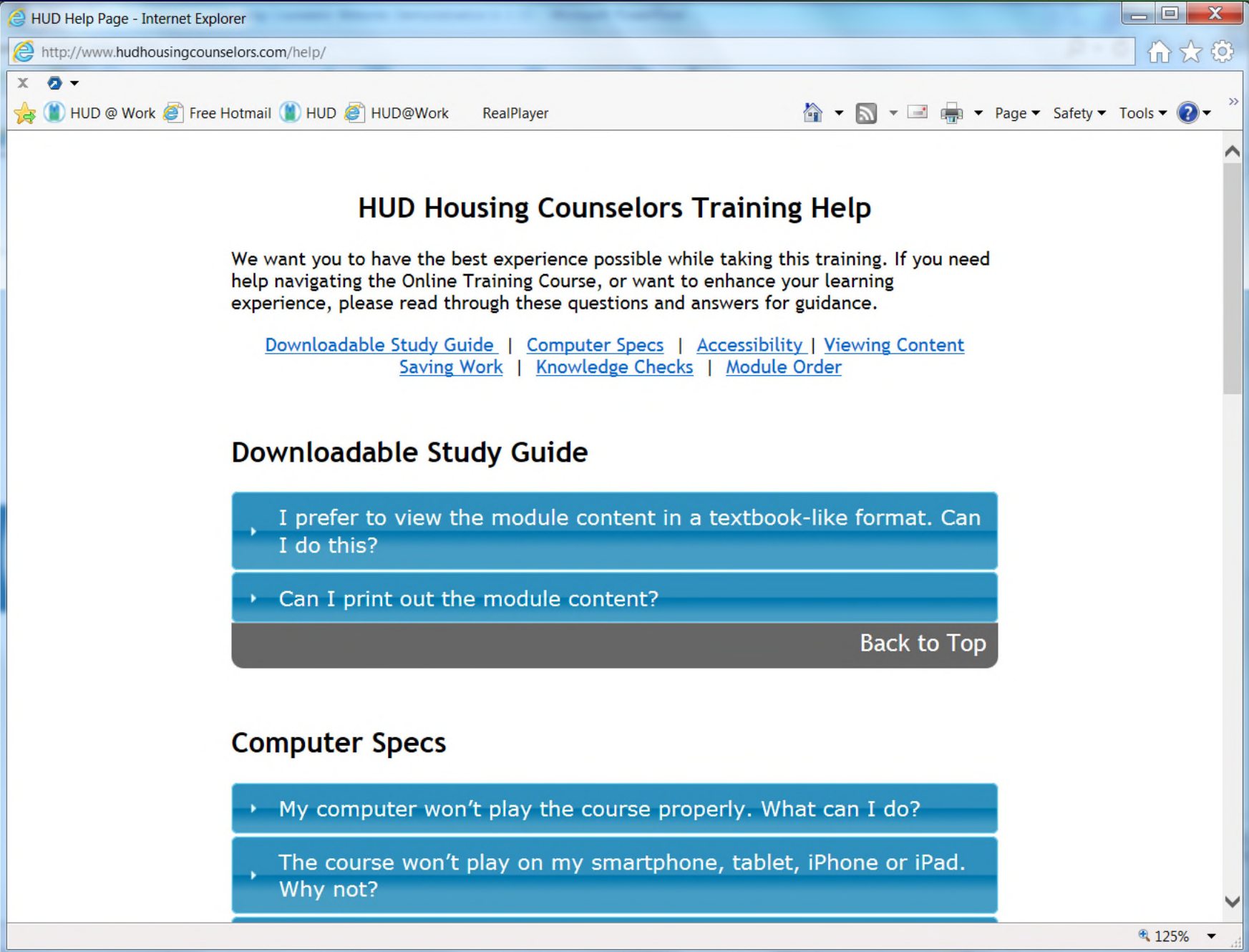
Play Course



Navigation Tutorial

NEXT >





HUD Housing Counselors Training Help

We want you to have the best experience possible while taking this training. If you need help navigating the Online Training Course, or want to enhance your learning experience, please read through these questions and answers for guidance.

[Downloadable Study Guide](#) | [Computer Specs](#) | [Accessibility](#) | [Viewing Content](#)
[Saving Work](#) | [Knowledge Checks](#) | [Module Order](#)

Downloadable Study Guide

- ▶ I prefer to view the module content in a textbook-like format. Can I do this?
- ▶ Can I print out the module content?

[Back to Top](#)

Computer Specs

- ▶ My computer won't play the course properly. What can I do?
- ▶ The course won't play on my smartphone, tablet, iPhone or iPad. Why not?

Exit by closing this tab and return to main

menu

Menu Resources Glossary Help

Controlling Speed and Presentation of Course Content

Menu

- 1
- 2
- 3
- 4
- 5

Instructions

Hover over each element to view more information

Play/Pause

Seekbar

Content Dots

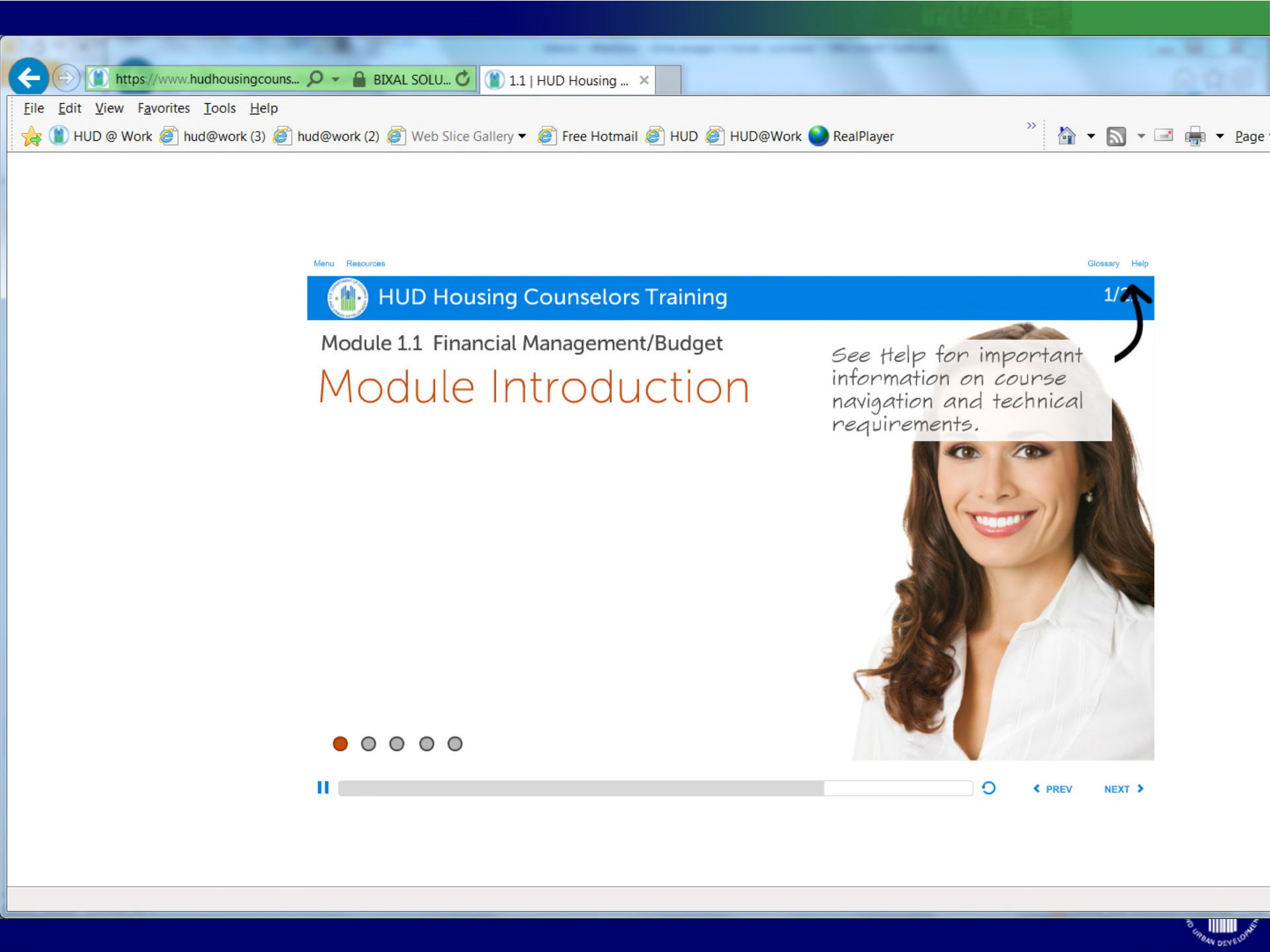
Replay Button

Prev/Next Buttons

HUD Housing Counselors Training 3/21

< PREV NEXT >

NEXT >



Menu Resources

Glossary Help



HUD Housing Counselors Training

1/1

Module 1.1 Financial Management/Budget

Module Introduction

See Help for important information on course navigation and technical requirements.



< PREV

NEXT >

HUD Housing Counselors Training

2/21

Module 1.1 Financial Management/Budget



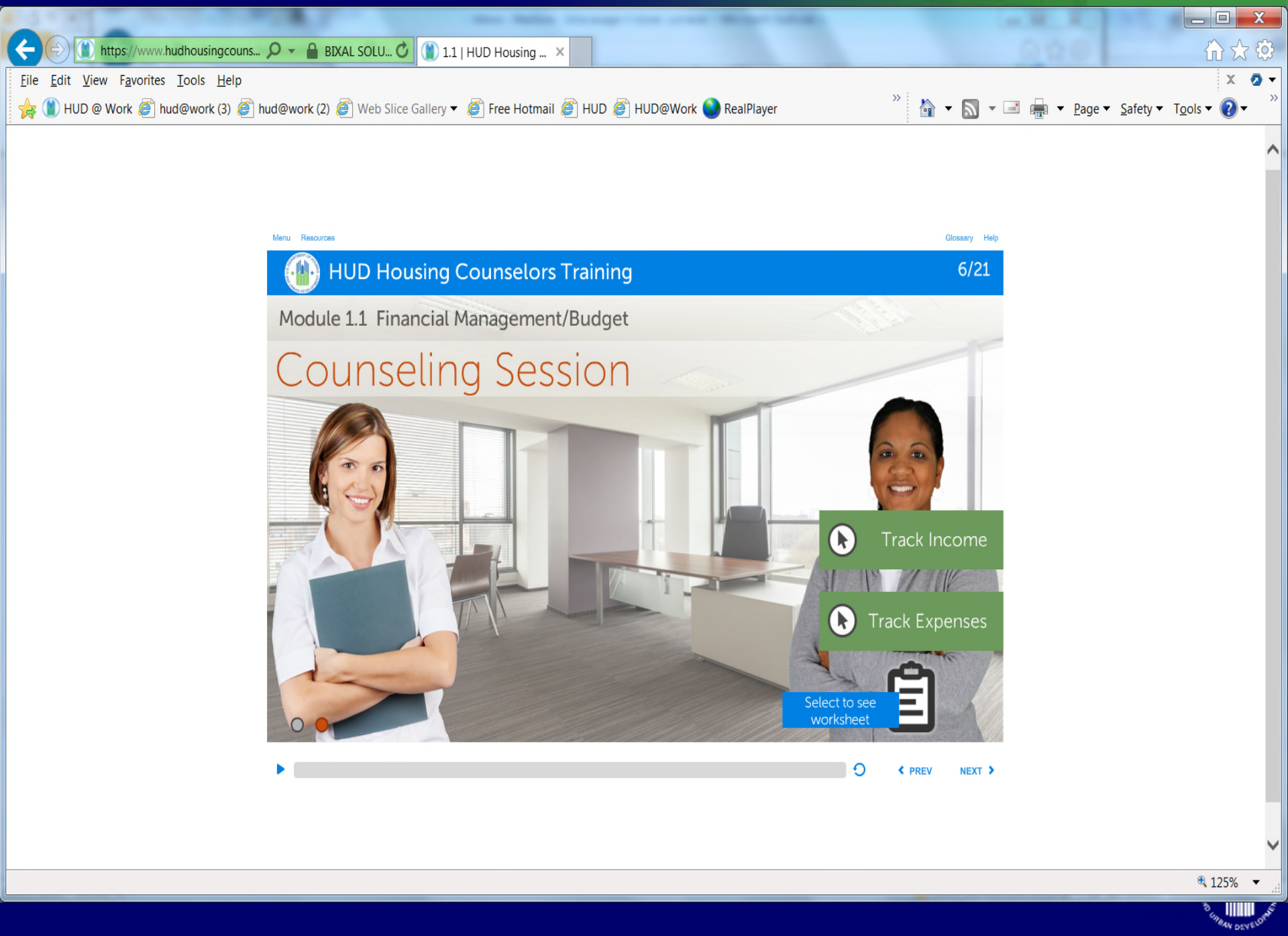
Lesson Objectives

- 1 Coach a client to help the client create a household budget based on financial goals.
- 2 Evaluate a client's current financial situation, including income and expenses, and future goals to help the client achieve short and long-term financial stability.
- 3 Advise a client about strategies to increase income and reduce expenses and debt to achieve stated financial goals.

With these in mind, let's begin.



Select Next to go to the next slide.



1.1 | HUD Housing ...

1.1 | HUD Housing ...


File Edit View Favorites Tools Help

HUD @ Work hud@work (3) hud@work (2) Web Slice Gallery Free Hotmail HUD HUD@Work RealPlayer

Page Safety Tools

Menu Resources

Glossary Help


 HUD Housing Counselors Training

7/21

Module 1.1 Financial Management/Budget

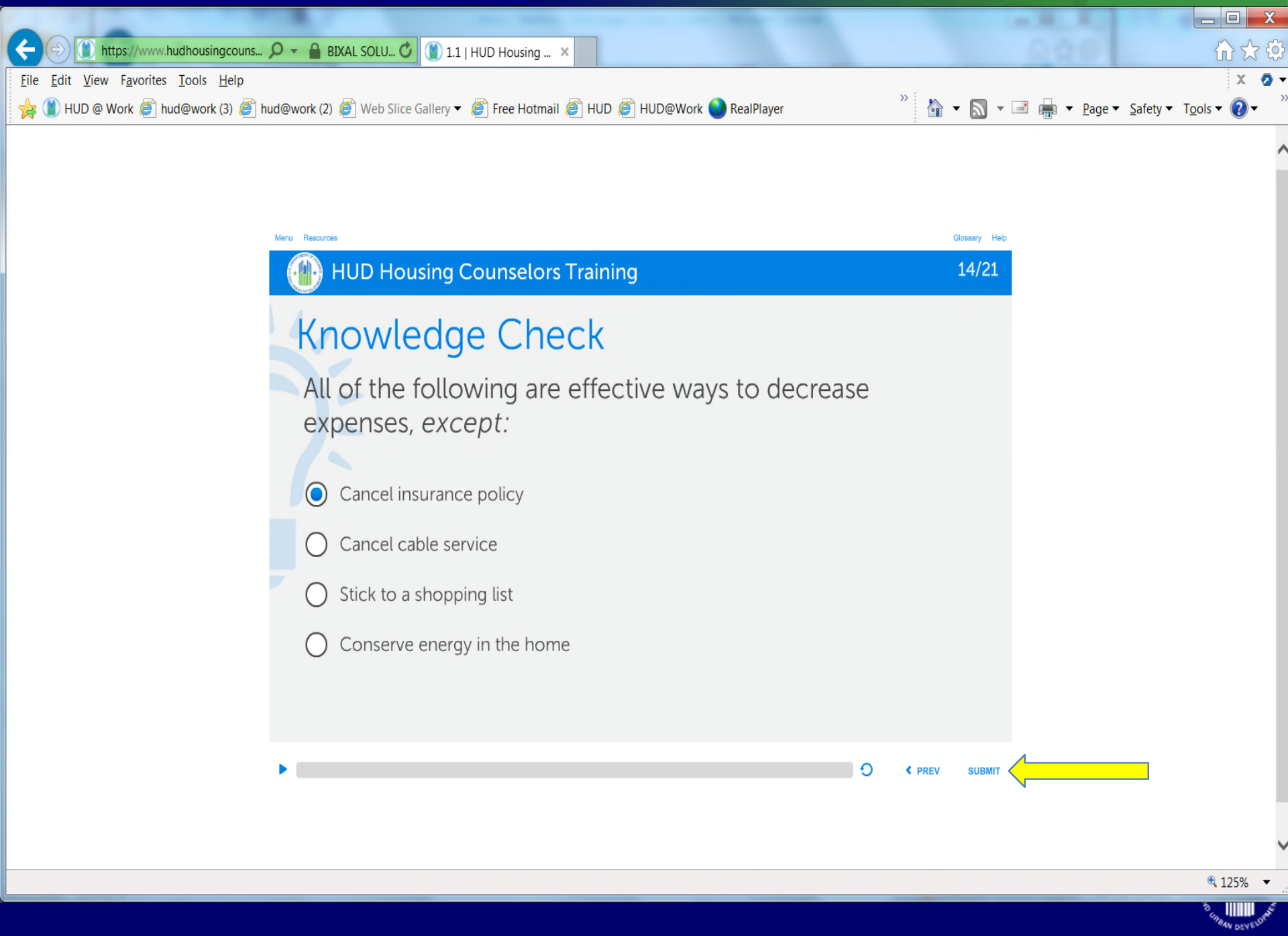
Knowledge Check

Before Rebecca helps Stella re-examine her goals and consider whether they are achievable in the time proposed, let's take a moment for some knowledge checks.



125%

HUD URBAN DEVELOPMENT



Knowledge Check

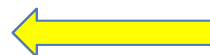
All of the following are effective ways to decrease expenses, *except*:

- ☒ Cancel insurance policy
- ☐ Cancel cable service
- ☐ Stick to a shopping list
- ☐ Conserve energy in the home



PREV

SUBMIT



←

→

https://www.hudh... BIXAL... HUD Housing Coun... x

Home HUDHousingCounselors.com

File Edit View Favorites Tools Help

★ HUD @ Work

hud@work (3)

hud@work (2)

Web Slice Gallery

Free Hotmail

»

🏠

📡

✉

🖨

Page

Safety

Tools

?

 »

HUDHousingCounselors.com

LOG OUT SUPPORT PROFILE

Training Center

Interactive Online Training

Study Guide

Practice Exam

Exam Registration


Certificate

FAQs

HUD Housing Counselors Interactive Online Training


Select each module to access and download the material. Select [Navigation](#) to learn more about navigating the modules or [Help](#) if you have additional questions. Access the [Glossary](#) to review training terms and definitions.

Disclaimer: Training materials may change based on published final rule for housing counselor certification.




Financial Management

- [Module 1.1](#) 30 minutes
- [Module 1.2](#) 60 minutes
- [Module 1.3](#) 60 minutes
- [Module 1.4](#) 30 minutes




Housing Affordability

- [Module 2.1](#) 45 minutes
- [Module 2.2](#) 45 minutes



Fair Housing

- [Module 3.1](#) 60 minutes
- [Module 3.2](#) 30 minutes



Homeownership

- [Module 4.1](#) 90 minutes
- [Module 4.2](#) 60 minutes



125%

The seal of the U.S. Department of Housing and Urban Development is located in the bottom right corner. It features a circular design with the words "DEPARTMENT OF HOUSING AND URBAN DEVELOPMENT" around the perimeter and a central emblem.

- Training Center
- Interactive Online Training
- Study Guide
- Practice Exam
- Exam Registration
- Certificate
- FAQs

HUD Housing Counselors Training Study Guide (PDF)

Select each module to access and download the material. Download the [Study Guide Glossary](#) to review training terms and definitions. *Disclaimer: Training materials may change based on published final rule for housing counselor certification.*

 <p>Financial Management</p> <ul style="list-style-type: none">Module 1.1 24 pagesModule 1.2 24 pagesModule 1.3 26 pagesModule 1.4 18 pages	 <p>Housing Affordability</p> <ul style="list-style-type: none">Module 2.1 31 pagesModule 2.2 33 pages
 <p>Fair Housing</p> <ul style="list-style-type: none">Module 3.1 35 pagesModule 3.2 27 pages	 <p>Home Ownership</p> <ul style="list-style-type: none">Module 4.1 60 pagesModule 4.2 50 pages
 <p>Avoiding Foreclosure</p> <ul style="list-style-type: none">Module 5.1 41 pagesModule 5.2 43 pagesModule 5.3 22 pages	 <p>Tenancy</p> <ul style="list-style-type: none">Module 6.1 39 pagesModule 6.2 25 pages



Browser window showing the HUD Housing Counselors Training Module 1.1 Study Guide.

Address bar: <https://www.hudh...> | [hudhousingcounsel...](https://www.hudhousingcounsel...)

Menu bar: File Edit Go to Favorites Help

Toolbar: HUD @ Work | hud@work (3) | hud@work (2) | Web Slice Gallery | Free Hotmail

Navigation bar: 1 / 24 | 60.8% | Comment

Content area:

- U.S. Department of Housing and Urban Development logo
- Module 1.1 Study Guide
- HUD Housing Counselors Training
- Image of three smiling people (two women and one man) standing together.
- U.S. Department of Housing and Urban Development

Done





Support

General

Technical Support

FEEDBACK

Training

FAQs

If you need additional support with the website or training, please call

800 448 7149

Hours of Operation: 8:00 am–4:30 pm ET,
Monday–Friday except Federal holidays.

Individuals with hearing or speech impairments may access this number via TTY by calling the Federal Information Relay Service at 800 877 8339.

←→

http://www.hudhousingcounselors.com/contact

Feedback | HUD Housing C...

File Edit View Favorites Tools Help

HUD @ Work Free Hotmail HUD HUD@Work RealPlayer

Home RSS Mail Print Page Safety Tools ?

TRAINING COURSE | PRACTICE EXAM | CERTIFICATION EXAM | ABOUT PROGRAM

Feedback

Subject *

- Select -

Message *

Please do not include your name, phone number, address, or any other personal identity information (PII) with your feedback. HUD seeks to protect your privacy and will not collect, utilize, or retain any PII that may be included in your comments.

CAPTCHA

This question is for testing whether or not you are a human visitor and to prevent automated spam submissions.

1303

Type the text

Privacy & Terms

reCAPTCHA™

125%



Questions?

Note, we cannot answer questions regarding the Final rule or certification examination

Conclusion

Thank you for joining us today.

Use **FEEDBACK** box to submit anonymous comments on the website.

For housing counseling program information, grant information, training and events, counselor resources and to sign up for our listserv.

www.hud.gov/housingcounseling